



AUDITOR GENERAL'S DEPARTMENT
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE: DIRECTOR, ICT INFRASTRUCTURE

JOB GRADE: AUGD/AGS 7

POST NO: 73209

DEPARTMENT/UNIT: Information Technology Unit

REPORTS TO: Chief Information Officer AUGD/AGS 8

MANAGES: N/A

**THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE
DESCRIPTION OF THE JOB AS SIGNIFIED BELOW:**

Employee

Date

Head of Department/Division

Date

Received in Human Resource Division

Date Created/Revised

JOB SUMMARY

The incumbent is responsible for leading the development of the AuGD's Information and Communication Technology requirements to include, systems implementation, maintenance, monitoring and evaluation for maximum results in support of the Department's business processes.

GUIDING PRINCIPLES

Confidentiality	Integrity	Fairness	Accountability	Transparency
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CENTRAL LEGISLATIVE FRAMEWORK

The Jamaican (Constitution) Order in Council (Act), 1962	The Financial Administration & Audit Act, 2011 The Financial Administration & Audit (Amendment) Act, 2016	Access to Information Act, 2002
The Cybercrimes Act, 2015	The Data Protection Bill, 2020	The Public Procurement Act, 2015

KEY OUTPUTS AND DELIVERABLES:

OUTPUTS	DELIVERABLES
ICT Systems adequate and functional	<ol style="list-style-type: none">1. Collaboration and networking with key stakeholders2. Consultation and advisory services provided to units of the AuGD.3. Equipment, material, firewalls/software needs defined and recommended.4. Approved items costed and budgeted.5. Risks identified and mitigated.6. Training workshops facilitated.7. Operational procedures documented and circulated.8. Reports prepared.
Staff trained on ICT systems changes	<ol style="list-style-type: none">1. Guidance provided.2. Training facilitated.3. Seamless transitions on implementation

KEY RESPONSIBILITY AREAS

A. Management Responsibilities

1. Keeps abreast of trends in information communication technology and business development and initiates/recommends their adoption where necessary to improve the AuGD's efficiency and productivity.
2. Participates in consultations with key internal stakeholders to determine the Information, Communication and Technology requirements of the AuGD, determine boundaries and priorities of new projects and discuss systems capacity and equipment acquisition.
3. Prepares annual projections and budget for the Information Technology needs of the AuGD.
4. Compiles the IT Unit's Annual Operational Plan and Budget following consultations with the IT Team and other key stakeholders.
5. Develops and maintains information technology policies and standards relating to the acquisition, implementation, operation and security of information technology and infrastructure, communication systems and business processes and ensures they are effectively communicated.
6. Provides technical advice to management on information and communication technology and business analysis issues and conducts training for staff to develop their awareness of technological changes in the field.
7. Prepares and submits periodic progress and other reports as required.
8. Manages contracts with Information, Communication and Technology suppliers and consultants engaged to provide goods and/or services and monitors their delivery to ensure value for money.

B. Technical/Professional Responsibilities

1. Works collaboratively with internal stakeholders across the agency to identify opportunities for improvement that can be delivered by new or improved ICT and business systems.
2. Develops and recommends new business systems to meet the needs of the line areas across the AuGD; identifies and defines equipment and material needs of software applications.
3. Oversees the implementation of enabling application services across the AuGD including ICT projects for achievement of business goals, business continuity and disaster recovery.
4. Manages the AuGD, website, intranet, and other core communications tools, aimed at maintaining and improving communications for internal and external stakeholders.

5. Develops Bid specifications for all hardware and software upgrades and participates in the review of proposals in compliance with stated requirements and procurement guidelines.
6. Manages contracts, consultants and service providers engaged to deliver high quality ICT outcomes, ensuring that goods and services are delivered on-time, on budget and conform to the pre-determined standards and specifications.
7. Monitors the licensing for all operating systems and application software ensuring the AuGD's systems are seamless and uninterrupted.
8. Develops specifications for the purchase, rental, lease, licensing or other acquisitions for all computer and other Information Technology related equipment and supplies.
9. Develops and implements enforcement/compliance of policies and procedures for the protection of enterprise information technology assets and the integrity, security and privacy of information entrusted to or maintained by the Department.
10. Supports the Chief Information Officer in the development and implementation of the AuGD's Business Continuity and Disaster Recovery Plans to ensure timely and effective restoration of information technology systems and services in the event of a disaster.
11. Monitors the security of data processed in keeping with Government of Jamaica's standards and legal/regulatory requirements, including the Access to Information Act and GoJ ICT Policy and Guidelines Manual to minimize risks and to ensure integrity and reliability.

C. People Management

1. Provides leadership and guidance to staff through effective planning, delegation, communication, mentoring and coaching.
2. Conducts Performance Appraisals and recommends training and other development programmes for immediate reports.
3. Ensures the welfare and developmental needs of staff within the span of control are clearly identified and addressed to ensure the maintenance of a highly motivated and productive employees.

Other Responsibilities

Undertakes any other job-related activities, as directed.

PERFORMANCE STANDARDS

- The extent to which systems meet the AuGD's business goals.
- Procurement of goods and services conform to procurement guidelines

- Contracts are successfully delivered on-time and on-budget.
- %age of systems uptime vs downtime.
- Seamlessness in the implementation of new systems/technology.
- Information Technology systems are monitored and evaluated.
- Adequacy of equipment purchased to meet specified needs.

REQUIRED CORE COMPETENCIES

Leadership Management	&	Business theory and processes	Communication	Contract & Project Management
Planning Organizing	&	Emotional resilience	Networking & Collaboration	Research, Analysis
Risk Management		Innovation	Project Management	Problem-solving

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- First Degree in Information Technology/Systems, Computer Science or related discipline from a recognized University.
- At least five (5) years' related work experience including three (3) years managerial experience in the ICT industry.
- ICT Infrastructure Management Certification would be an asset.
- Experience in the management of ICT projects would be an asset.
- Experience in Business Process Re-engineering for ICT projects.
- Any equivalent combination of qualification and experience.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical Office environment.
- Possible unusual working hours.
- Performing duties while under pressure.
- Performing multiple tasks at the same time.
- Working with inter-disciplinary teams.

AUTHORITY

- Reviews and recommends changes to IT infrastructure.
- Collaborates with stakeholders to troubleshoot issues.
- Reviews equipment requests and make recommendations.
- Authorizes deployment of hardware and software to units.